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SHELTER PLUS CARE

OVERSIGHT COMMITTEE MEETING NO

WEDNESDAY, JUNE 28, 2000

10:30 AM - 12 NOON

1440 HARRISON STREET (between 10th and 11th S

3RD Floor Masaya Kakebe Conference Room

AGENDA

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I. Introductions and Announcements

II. Overview of New Appeals Process

III. Overview of New Reconsideration Policy

IV. Review of Oversight Committee Seats

V. Domestic Violence Discussion

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representative in your place so that they can relay informa
back to you.

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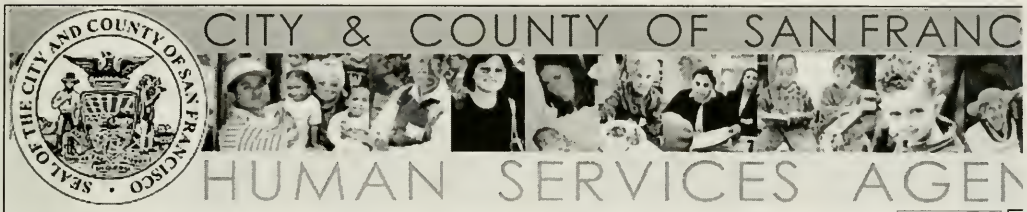

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SHELTER PLUS CARE OVERSIGHT COMMITTEE MINUTES

1440 Harrison Street, 3rd Floor Masaya Kakebe Con Room

WEDNESDAY, June 28, 2000 10:30 AM - 12 NO(

PRESENT: Margot Antonetty (DPH), Kimberly Barnes (DH Imamoto (BHNC), Mikyung Kim (DHS), Kathleen Manthe (Delene Rankin (TNDC), Yvette Robinson (TNDC)

I. OVERVIEW OF NEW APPEALS PROCESS

There was discussion about who would facilitate the appea process now that the newly approved process requires the Program Manager to represent the program at the appeal h A proposal was made to rotate the facilitation role among r of the Oversight Committee, but members felt that the Cor did not have time to take on this role. Another proposal wa to enlist the help of an independent facilitator, not associat the program, but the Committee raised concerns about not able to compensate the facilitator, if necessary. The Comm requested that the Supportive Housing Program Manager (Kayhan) be the appeal process facilitator. Mikyung will ask if he is available to take on this role.

Also, the approval of the new appeals process inadvertentl changed the process for reporting significant incidents. In the new termination of rental assistance and appeals proce work equally among all participants, it was necessary to im a standardized method of reporting significant incidents. Tl Committee approved the S+C Program Rule Violation Repc and the process for submitting these forms to S+C Admini within three business days of their occurrence.

II. OVERVIEW OF NEW RECONSIDERATION POLICY

Approval of the new reconsideration policy instituted the n
the S+C Program to obtain a client's consent for exchange
information between: 1) Prospective S+C housing provider
S+C Resource Specialist, and 2) Former S+C housing prov
the prospective S+C housing provider. The Committee war
see more specific language regarding what types of inform
client is consenting to exchange (i.e. tenancy history, men
health issues, substance abuse issues, etc.). S+C Administ
will redraft the consent form for discussion at the next mee

III. REVIEW OF OVERSIGHT COMMITTEE SEATS

The Committee began to review the current configuration c
Oversight Committee seats. Discussion will continue at the
meeting.

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SHELTER PLUS CARE OVERSIGHT COMMITTEE MEETING NOTICE

WEDNESDAY, JULY 26, 2000
10:30 AM - 12 NOON

1440 HARRISON STREET (between 10th and 11th
3RD Floor Masaya Kakebe Conference Room

AGENDA

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I. Introductions and Announcements

II. Domestic Violence Discussion

III. Update on New Appeals Process

IV. Reconsiderations and Consents for Exchange of Inform.

V. Review of Oversight Committee Seats

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September 20, 2000

SHELTER PLUS CARE

OVERSIGHT COMMITTEE MEETING NO

WEDNESDAY, SEPTEMBER 20, 2000

10:30 AM - 12 NOON

1440 HARRISON STREET (between 10th and 11th St

3RD Floor Masaya Kakebe Conference Room

AGENDA

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I. Introductions and Announcements

II. Domestic Violence Discussion

III. Reconsiderations and Consents for Exchange of Inform Forms

IV. Exit Form Supplement - Legal Fees

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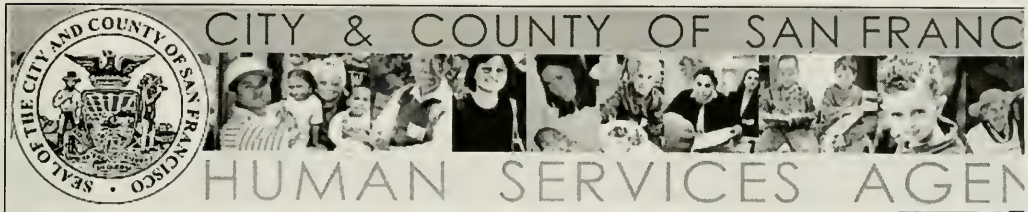

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SHELTER PLUS CARE

OVERSIGHT COMMITTEE MEETING NO

WEDNESDAY, OCTOBER 25, 2000

10:30 AM - 12 NOON

1440 HARRISON STREET (between 10th and 11th St

3RD Floor Masaya Kakebe Conference Room

AGENDA

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I. Introductions and Announcements

II. Domestic Violence Discussion

III. Exit Form Supplement - Legal Fees Discussion

IV. Past Program Violations Discussion

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SHELTER PLUS CARE

OVERSIGHT COMMITTEE MEETING NO

WEDNESDAY, NOVEMBER 29, 2000

10:30 AM - 12 NOON

1440 HARRISON STREET (between 10th and 11th St

3RD Floor Masaya Kakebe Conference Room

AGENDA

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I. Introductions and Announcements

II. Domestic Violence Discussion

III. Exit Form Supplement - Legal Fees Discussion

IV. Past Program Violations Discussion

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SHELTER PLUS CARE

OVERSIGHT COMMITTEE MEETING NO

WEDNESDAY, JANUARY 24, 2001

10:30 AM - 12 NOON

1440 HARRISON STREET (between 10th and 11th

3RD Floor Masaya Kakebe Conference Room

AGENDA

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I. Introductions and Announcements

II. Domestic Violence Discussion

III. Exit Form Supplement - Legal Fees Discussion

IV. Past Program Violations Discussion

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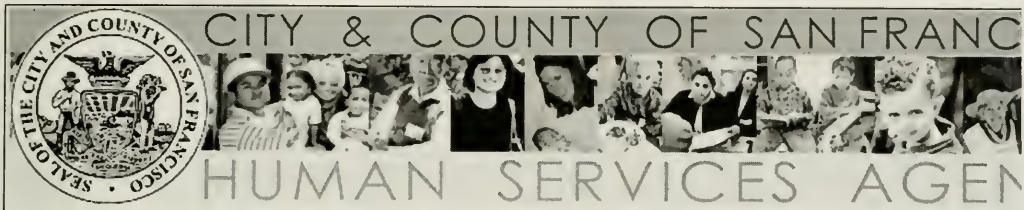

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OVERSIGHT COMMITTEE MEETING NO

WEDNESDAY, AUGUST 22, 2001

10:30 AM - 12 NOON

1440 HARRISON STREET (between 10th and 11th

3RD Floor Masaya Kakebe Conference Room

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AGENDA

I. Introductions and Announcements

II. Review of Committee Seats and Subcommittees

III. Domestic Violence Discussion

IV. Exit Form Supplement - Legal Fees Discussion

V. Past Program Violations Discussion

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SHELTER PLUS CARE OVERSIGHT COMMITTEE MEETING NOTICE

MINUTES

**1440 Harrison Street, 3rd Floor Masaya Kakebe Con
Room**

WEDNESDAY, August 22, 2001 10:30 AM - 12 NC

PRESENT: Margot Antonetty (DPH Housing/Urban Health),
Bailey (Baker Places), Shane Balanon (S+C), Lisa Blakely (
Jean Burke (John Stewart), Seth Katzman (Conard House)
Kayhan (DHS), Blanche Korfmacher (CMHS), Shelagh Little
(S+C/ISN), Belinda Lyons (MHA), Sue Marshall (Swords to
Plowshares), Kathleen Manthe (Rita Dacascia, Positive Mat
Program), Irma Castro-Parada (S+C), Delene Rankin (TND
Yvette Robinson (TNDC), Uriah Russell (S+C), Audrey Taki
(Compass Family Center)

I. ANNOUNCEMENTS

1. Dariush reviewed current efforts by the National Shelter
Care Coalition to establish a separate federal budget for Sh
Plus Care renewals (either as part of the Housing Certificat
or a separate line item of its own) so that renewals do not
compete with other new and renewal McKinney projects fo
funding. The proposal, which has the support of many nati
organizations and the U.S. Conference of Mayors, is now ir
Conference Committee.

2. Shelagh announced she would be asking representatives
the following new supportive housing projects to present th
proposed supportive services plans at future Shelter Plus C
Oversight Committee meetings:

· Tenderloin Neighborhood Development Corporation (TND
Ambassador Hotel

· Episcopal Community Services (ECS): 165 8th Street

3. Blanche announced the DPH System of Care Training Sc
for FY01-02. Latest training information may be obtained b
the System of Care Training Information Line at (415) 252

4. Belinda announced MHA's Hoarding and Cluttering 2001
workshop to take place on September 10, 2001. Informati
be obtained at (415) 241-2926.

II. REVIEW OF COMMITTEE SEATS AND SUBCOMMIT

The Committee reviewed the list of current Shelter Plus Ca
Committee Seats and Subcommittees. The Committee was
to consider whether any changes or additions in seats were
order. The Committee was also consulted regarding recruit
new tenant representatives and ways to encourage their c
participation.

Outcomes:

*1. The list of current Shelter Plus Care Committee Seats ar
Subcommittees was revised as directed by incumbent seat
The Committee also agreed that two additional seats are ir
a veterans' services provider (Sue Marshall of Swords to
Plowshares, incumbent), and a youth services provider. It
agreed that all seats must have a tangible connection to th
Shelter Plus Care program (i.e. a constituency or stakehold
Shelter Plus Care program).*

Action Items for Next Meeting:

*1. A new list of current seats with current incumbent seat
listed will be circulated.*

*2. Shelagh will reach out to known Committee members n
attendance at 8/22/01 meeting to determine if they still in
participate.*

*3. Committee will discuss recruitment for vacant and new
and be prepared to suggest possible candidates.*

4. Shelagh will contact CSH regarding ways of encouraging

consistent participation by tenant representatives, as in th HHISN.

5. Shelagh and Dariush will investigate possibility of makin incentive payments available to tenant representatives.

6. Shelagh will research organizations with connections to Plus Care that serve formerly incarcerated individuals. Con will continue to discuss the possibility of having a seat on t committee that represents this constituency.

III. DOMESTIC VIOLENCE DISCUSSION

The Committee discussed the need to set guidelines aroun type of documentation needed to evaluate a domestic viole claim, whether a DV perpetrator would automatically be te from subsidy, and whether DV survivors should be granted priority emergency transfer, if requested, for safety reason

Outcomes:

1. The Committee decided to convene a Domestic Violence Working Group consisting of representatives of family serv providers, property management providers, and the Opera subcommittee. The following members volunteered: Lisa B Kathleen Manthe, Irma Castro-Parada, Audrey Takatani, a Delene Rankin.

Action Items for Next Meeting:

1. Shelagh will recruit at least one property management representative to participate in this Working Group.

2. Shelagh will arrange a meeting or meetings of this Work Group.

3. The Working Group will present a proposal covering the issues at a future Committee Meeting.

IV. EXIT FORM SUPPLEMENT

The Committee continued their discussion about whether c the S+C Program should hold residents responsible for rep legal fees to Sponsors before becoming eligible for placem other S+C housing. Some members felt that this was impo instilling a sense of responsibility in tenants, while others f

would set tenants up to fail because it was unlikely they w
ever be able to repay these fees.

Outcomes:

1. No agreements were made during this discussion.

Action Items For Next Meeting:

1. Per Margot's suggestion, Shelagh will circulate a summa pertinent Shelter Plus Care policies and procedures to infor discussion.

2. The Committee will continue this discussion at the next

V. PAST PROGRAM VIOLATIONS

The Committee continued their discussion about whether a of past program violations should travel with the participar go through reconsideration and are accepted at a new site.

Outcomes:

1. Clarification of Shelter Plus Care rules will be made an a item at the next Shelter Plus Care Sponsors' Meeting.

2. No other agreements were made during this discusssion

Action Items For Next Meeting:

1. The Committee will continue this discussion at the next

2. The Committee will consider making 1 or 2 Sponsors' m per year mandatory so that all sponsor representatives ha same understanding of program rules.

VI. NEXT MEETING

Wednesday, October 24, 2001
10:30 am 12:00 pm
1650 Mission Street, 2nd Floor, Classroom 2

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SHELTER PLUS CARE

OVERSIGHT COMMITTEE MEETING NO

WEDNESDAY, OCTOBER 24, 2001

10:30 AM - 12 NOON

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2ND Floor, Classroom 2

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AGENDA

I. Introductions and Announcements

II. New Program Presentation: 165 8th Street (Episcopal Community Services)

III. Review of Committee Seats and Subcommittees

IV. Domestic Violence Discussion

V. Exit Form Supplement - Legal Fees Discussion

VI. Past Program Violations Discussion

If you are unable to attend this meeting, please send a representative in your place that can relay information bac you. Please call Shelagh Little at (415) 558-1979 to provid names of alternate attendees by 10/12/01.

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SHELTER PLUS CARE OVERSIGHT COMMITTEE MEETING NOTICE

MINUTES

1650 Mission Street, 2nd Floor, Classroom 2

WEDNESDAY, October 24, 2001 10:30 AM - 12 N(

PRESENT: Shane Balanon (S+C), Lisa Blakely (Glide), Phi (Episcopal Community Services), Jennifer Curley (DHS/CW Sumi Imamoto (Bernal Heights Neighborhood Center), Set Katzman (Conard House), Sharon Lane (Episcopal Commu Services), Shelagh Little (DHS S+C/ISN), Lynn Lively (Bak Places), Belinda Lyons (MHA), Jerry Martin (John Stewart (Irma Castro-Parada (S+C), Dion Roberts (DHS/Homeless Programs), Kevin Sharps (Episcopal Community Services), Solis (MOST), Audrey Takitani (Compass Family Center), G Winston (Episcopal Community Services)

I. ANNOUNCEMENTS

1. Lisa Blakely announced that Glide is seeking a Clinical C Manager. Anyone knowing of potential candidates is invite contact Lisa at (415) 674-6101.

2. Shelagh distributed materials regarding current efforts t National Shelter Plus Care Coalition to establish a separate budget for Shelter Plus Care renewals (either as part of the Housing Certificate Fund or a separate line item of its own renewals do not need to compete with other new and rene McKinney projects for funding.

3. Shelagh announced that Catholic Charities - Treasure Is S+C sponsor) has requested to make a presentation to the

Oversight Committee. This will occur at the next meeting, 12/12/01.

4. Shelagh relayed information regarding the upcoming op enrollment period for the Housing Wait List administered b Department of Public Health (DPH). The open enrollment w place from 11/5/01 to 11/23/01. Information and applicati be obtained by calling (415) 554-2690.

II. NEW PROGRAM PRESENTATION: 165 8TH STREET (EPISCOPAL COMMUNITY SERVICES)

Phil Clark, Project Director of 165 8th Street, presented the proposed service plan for 165 8th Street, a project of Episc Community Services (ECS). The project, which will house 4 income families, is scheduled to open in February of 2002. project will house 15 families from the Shelter Plus Care w and offer a comprehensive array of services, including: fan literacy programming, after-school programs, an infant/toc center, a health clinic, and intensive case management. Fi Shelter Plus Care units are designated for families also on Housing Wait List for persons with disabling HIV/AIDS adm by DPH.

III. REVIEW OF COMMITTEE SEATS AND SUBCOMMIT

The Committee reviewed the revised list of current Shelter Care Committee Seats and Subcommittees. The Committe asked to consider whether any additional changes or additi seats were in order. Shelagh announced upcoming plans tc new tenant representatives. Several Committee members expressed concern about erratic attendance at Oversight m leading to difficulty in making decisions as a body.

Outcomes:

1. The Committee agreed that the San Francisco Housing A would not hold a permanent seat on the Committee but wc invited to participate in all relevant discussions as needed.

2. The Committee decided to add the Corporation for Supp Housing (CSH) as a permanent seat on the Committee.

3. The Committee formulated a proposal that all members attend or send an alternate to a minimum of four meetings

year or be asked to resign from the Committee.

Action Items for Next Meeting:

1. Shelagh will distribute the proposal regarding mandator attendance at four meetings to all confirmed members of t Committee. Members will be asked to voice any objections or at the next meeting of the Committee, at which time th proposal will be adopted or amended as necessary.

2. The Shelter Plus Care program will implement plans to r new tenant representatives, including development and dis of job announcement/description, appearance at S+C sites community meetings, and candidate interviews. Belinda Ly agreed to help review and distribute materials.

III. DOMESTIC VIOLENCE DISCUSSION

Shelagh reported that the Domestic Violence Working Grou Family Services Subcommittee had met twice since the las Committee meeting to formulate a proposed policy to addr following issues:

· the type of documentation needed to terminate subsidy b domestic violence;

· whether a DV perpetrator would automatically be termina subsidy; and

· whether DV survivors should be granted a priority emerg transfer, if requested.

The Domestic Violence Working Group benefited from the participation of the following Committee members at one o meetings: Lisa Blakely, Jean Burke, Sumi Imamoto, Irma (Parada, Delene Rankin, and Audrey Takitani. On behalf of t group, Audrey described the proposed policy:

1. Subsidy may be terminated for domestic violence as demonstrated by a Restraining Order granted to the surviv three police reports describing the occurrence of domestic dated within any six month period. In the case of the form subsidy is terminated to the perpetrator and transferred to survivor provided the survivor qualifies for Shelter Plus Ca has custody of the children. If the domestic violence is veri through police reports, the entire household is subject to

termination.

2. The domestic violence perpetrator is automatically term
from subsidy based on a Restraining Order granted to the

3. DV survivors may be granted a priority emergency trans
request with a Restraining Order.

Audrey then answered questions from other Committee me
Clarification was made that the policy would only be applie
instances of domestic violence that occurred inside units a
observed in common areas (such instances would be handl
"acts of violence" and reported by staff). The Working Gro
stressed that the policy allowed ample opportunity for sup
services to reach out to households where domestic violen
suspected to avoid termination. Questions/concerns raised
members of the Committee included:

· What happens when the perpetrator has custody of the cl

· The availability/accuracy of police reports

· Making treatment available for the perpetrator

· DV Prevention at S+C sites

· Concern that households will be compelled to conceal DV
than seek help if housing is jeopardized

Outcomes:

*1. Due to the concerns raised and the absence of several r
attending Committee members, the decision was made to
the discussion at the next meeting.*

*2. Jennifer Curley suggested that S+C providers receive M
Reporting training to ensure best care for children in house
with domestic violence issues.*

Action Items for Next Meeting:

*1. The Committee will resume discussion of the proposed p
the next meeting.*

*2. Shelagh will follow up with Jennifer Curley/CPS to arran
Mandatory Reporting Trainings for S+C Sponsor/Property*

Management staff.

V. NEXT MEETING

Wednesday, December 12, 2001

10:30 am 12:00 pm

Location: 1235 Mission Street, 3rd Floor Classroom

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SHELTER PLUS CARE

OVERSIGHT COMMITTEE MEETING NO

WEDNESDAY, DECEMBER 12, 2001

10:30 AM - 12 NOON

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3RD Floor Classroom

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AGENDA

I. Introductions and Announcements

II. Sponsor Presentation: Shelter Plus Care/Treasure Islan
(Catholic Charities)

III. Review of Committee Seats and Subcommittees: Atten
Requirement Discussion (see attached memo dated 11/21/

IV. Domestic Violence Discussion

V. Exit Form Supplement - Legal Fees Discussion

VI. Past Program Violations Discussion

If you are unable to attend this meeting, please send a representative/alternate in your place that can relay inforn back to you. Please call Shelagh Little at (415) 558-1979 t provide the names of alternate attendees by 12/5/01.

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City and County of San Francisco
Department of Human Services
Housing and Homeless Programs
Integrated Services Network
Shelter Plus Care

SHELTER PLUS CARE OVERSIG COMMITTEE MINUTES

1650 Mission Street

WEDNESDAY, December 12, 2001 10:30 A NOON

PRESENT: Margot Antonetty (Department of Pub Health, Housing and Urban Health), Elizabeth Co (San Francisco Redevelopment Agency), Shanno (Baker Places), Bianca Henry (Coalition on Homelessness), Sumi Imamoto (Bernal Heights Neighborhood Center), Seth Katzman (Conard H Sharon Lane (Episcopal Community Services), Sh Little (DHS S+C/ISN), Kathleen Manthe (Rita da Cascia/Positive MATCH), Irma Castro-Parada (S+ Irma Poe (Corporation for Supportive Housing), I Rankin (Tenderloin Neighborhood Development Corporation), Kevin Sharps (Episcopal Communit Services), Jorge Solis (MOST), Wolfgang Stuwe (Department of Public Health, Housing and Urbar Health), Audrey Takitani (Compass Family Cente Valadez (Swords to Plowshares), Cindy Ward (Department of Human Services, Homeless Progr Kelly Wilkinson (Episcopal Community Services), Williams, III (Department of Public Health, Housi Urban Health)

I. ANNOUNCEMENTS

1. Shelagh announced that McKinney Continuum
2001 awards were announced on November 21,
Awards included three one-year Shelter Plus Car
renewals: Tenderloin Housing Clinic (Cadillac/11:
Taylor/360 Eddy), Episcopal Community Services
Kip), and TODCO (Knox).

2. Shelagh announced that the National Shelter I
Coalition was successful in its efforts to have She
Care 2001 renewals funded out of a special alloc
funds rather than having to compete with other
McKinney projects for funding.

3. Shelagh announced an agenda correction: Cat
Charities - Treasure Island (an S+C sponsor) wo
be presenting. Instead, Kelly Wilkinson and Seth
Katzman would give a presentation on the histor
functions of the Shelter Plus Care Oversight Com

II. PRESENTATION: HISTORY AND FUNCTIO THE SHELTER PLUS CARE OVERSIGHT COMM

Due to the number of new participants in the She
Care Oversight Committee, two long-time memb
(Wilkinson and Katzman) were asked to describe
history and functions of this body. The Oversight
Committee is the body charged with setting polic
the Shelter Plus Care Program in San Francisco.

III. DOMESTIC VIOLENCE DISCUSSION

The Domestic Violence Working Group of the Fan
Services Subcommittee gave a summary of its pr
Policy on Domestic Violence, previously discusse
the October 24, 2001 meeting:

1. Subsidy may be terminated for domestic viole
demonstrated by a Restraining Order granted to
survivor, or three police reports describing the
occurrence of domestic violence dated within any
month period. In the case of the former, subsidy
terminated to the perpetrator and transferred to
survivor provided the survivor qualifies for Shelte
Care and has custody of the children. If the dom

violence is verified through police reports, the en
household is subject to termination.

2. The domestic violence perpetrator is automati
terminated from subsidy based on a Restraining
granted to the survivor.

3. DV survivors may be granted a priority emerg
transfer upon request with a Restraining Order.

In the ensuing discussion, participants raised sev
concerns about the proposed policy, including bu
limited to:

· The danger of losing housing may cause some
violence victims to lie about the problem or not s
assistance.

· The policy should be limited to defining when a
domestic violence would result in termination of
to the perpetrator, whether the subsidy would tr
the survivor, and whether the survivor would be
an emergency transfer - it should not be used as
to force services.

· Requiring a Restraining Order as proof of dome
violence may inadvertently put the survivor in fu
danger.

· The survivor should not be put at risk of termin

· The policy as proposed does not offer enough
opportunity for mediation and intervention prior
termination of subsidy.

Outcomes:

*1. Due to the concerns raised, the decision was r
resume the discussion at the next meeting.*

Action Items for Next Meeting:

*1. The Working Group will meet at least once to
policy and will present it at next meeting.*

III. REVIEW OF COMMITTEE SEATS AND

SUBCOMMITTEES

The Committee was asked to consider the propos mandatory attendance policy proposed during th meeting and circulated to all members in the inte The policy is as follows:

> Beginning January 1, 2002, Shelter Plus Car Oversight Committee members must attend cause an alternate to attend, at least four o Shelter Plus Care Oversight Committee mee annually. Members who do not attend or ca alternate to attend at least four meetings in calendar year will be asked to vacate their s that the Committee may nominate another for that seat.

Outcomes:

1. The Committee passed this proposal unanimo

IV. EXIT FORM SUPPLEMENT - LEGAL FEES DISCUSSION

The Committee continued its discussion regardin whether former Shelter Plus Care participants sh mandated to pay the former sponsor's legal fees addition to any back rent owed) before s/he wou eligible for reconsideration. Some felt this requir would encourage responsibility among tenants a compensate sponsors for expensive legal fees th budgets rarely cover, while others felt that, beca most S+C tenants are very low income, it would certainly preclude most from qualifying for reconsideration. Some felt that a suitable compr would be to require tenants requesting reconside pay a nominal portion of legal fees owed.

Outcomes:

1. The decision was made to resume the discuss the next meeting.

V. NEXT MEETING

Wednesday, February 27, 2001

10:30 am 12:00 pm

Location: 1650 Mission Street, 2nd Floor, Classro

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February 27, 2002

SHELTER PLUS CARE

OVERSIGHT COMMITTEE MEETING NO

WEDNESDAY, FEBRUARY 27, 2002

10:30 AM - 12 NOON

Note different location!

1650 MISSION STREET

2nd Floor, Classroom 4

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AGENDA

I. Introductions and Announcements

II. Domestic Violence Discussion

III. Exit Form Supplement - Legal Fees Discussion

IV. Past Program Violations Discussion

V. Occupancy Standards in Shelter Plus Care Housing

If you are unable to attend this meeting, please send a representative/alternate in your place that can relay inforn back to you. Please call Shelagh Little at (415) 558-1979 t provide the names of alternate attendees by Monday, 2/18

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June 26, 2002

SHELTER PLUS CARE

OVERSIGHT COMMITTEE MEETING NO

WEDNESDAY, JUNE 26, 2002

10:30 AM - 12 NOON

1440 HARRISON STREET (between 10th and 11th St

3RD Floor Masaya Kakebe Conference Room

AGENDA

I. Introductions and Announcements

· TNDC to present Ambassador Services Plan at next Ove Committee (August 28, 2002)

· New Oversight Committee Member

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II. Open Enrollment

III. Past Program Violations Discussion

IV. Occupancy Standards in Shelter Plus Care Housing

If you are unable to attend this meeting, please send a representative/alternate in your place that can relay inforn back to you. Please call Shelagh Little at (415) 558-1979 t provide the names of alternate attendees by Monday, 4/15

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August 28, 2002

SHELTER PLUS CARE

OVERSIGHT COMMITTEE MEETING NO

WEDNESDAY, AUGUST 28, 2002

10:30 AM - 12 NOON

1440 HARRISON STREET (between 10th and 11th St

3RD Floor Masaya Kakebe Conference Room

AGENDA

I. Introductions and Announcements

II. Open Enrollment Update

III. Ambassador Services Plan

IV. Tenant Representatives' Reports

V. Past Program Violations Discussion

VI. Occupancy Standards in Shelter Plus Care Housing

VII. Rule Violations By Family Members and Guests

If you are unable to attend this meeting, please send a representative/alternate in your place that can relay inform back to you. Please call Shelagh Little at (415) 558-1979 t provide the names of alternate attendees by Monday, 8/19

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City and County of San Francisco

Department of Human Services
Housing and Homeless Programs
Supportive Housing Program

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SHELTER PLUS CARE
OVERSIGHT COMMITTEE MEETING NOTICE

WEDNESDAY, FEBRUARY 26, 2003
10:30 AM – 12 NOON
1440 HARRISON STREET (between 10th and 11th St.)
3RD Floor, Masaya Kakebe Conference Room

AGENDA

I. Introductions and Announcements

II. 2003 Shelter Plus Care Renewal Review and Recommendations

A. Project: Canon Kip; Sponsor: Episcopal Community Serivces
- Discussion
- Public Comment
- Action

B. Project: Knox Hotel; Sponsor: TODCO
- Discussion
- Public Comment
- Action

C. Project: 111 Taylor/160 Eddy/380 Eddy; Sponsor: Tenderloin Housing Clinic
- Discussion
- Public Comment
- Action

D. Project: Franciscan Towers; Sponsor: Tenderloin Neighborhood Development Corporation
- Discussion
- Public Comment
- Action

E. Project: Scattered Site Program; Sponsor: Catholic Charities
- Discussion
- Public Comment
- Action

F. Project: Hazel Betsey; Sponsor: Bernal Heights Neighborhood Center
- Discussion
- Public Comment
- Action

G. Project: Treasure Island Phase I; Sponsor: Catholic Charities
- Discussion
- Public Comment
- Action

H. Project: South Park; Sponsor: Mission Housing Development Corporation
- Discussion

(415) 557-5000 P.O. Box 7988 San Francisco, CA 9412

- Public Comment
- Action

I. Project: Juan Piferre; Sponsor: Mission Housing Development Corporation
- Discussion
- Public Comment
- Action

J. Project: Tenant-based Rental Assistance; Sponsors: Iris Center, Jelani Inc.
- Discussion
- Public Comment
- Action

If you are unable to attend this meeting, please send a representative/alternate in your place that can relay information back to you.

KNOW YOUR RIGHTS UNDER THE SUNSHINE ORDINANCE (Chapter 67 of the San Francisco Administrative Code): Government's duty is to serve the public, reaching its decisions in full view of the public. Commissions, boards, councils and other agencies of the City and County exist to conduct the people's business. This ordinance assures that deliberations are conducted before the people and that City operations are open to the people's view. FOR MORE INFORMATION ON YOUR RIGHTS UNDER THE SUNSHINE ORDINANCE OR TO REPORT A VIOLATION OF THE ORDINANCE, CONTACT THE SUNSHINE ORDINANCE TASK FORCE AT: Sunshine Ordinance Task Force, Donna Hall, Clerk, City Hall, Room 244, 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102-4683. Telephone: (415) 554-7724, Fax: (415) 554-7854. E-Mail: Donna_Hall@ci.sf.ca.us.
Copies of the Sunshine Ordinance can be obtained from the Clerk of the Sunshine Task Force (listed above), the San Francisco Public Library, and on the City's web site at: www.ci.sf.ca.us.

City and County of San Francisco

Department of Human Services
Housing and Homeless Programs
Integrated Services Network
Shelter Plus Care

Shelter Plus Care
Oversight Committee Meeting Minutes

Wednesday, April 23, 2003
10:30 AM – 12:00 PM

Present: Jennifer Williams (SF City Attorney's Office), Christopher Martinez (Catholic Charities/CYO), Nella Goncalves (Catholic Chariities/CYO), Maria Moore (Catholic Charities/CYO), Erick Brown (Catholic Charities/CYO), Santiago Juan (DHS/S+C), Blanche Korfmacher (CMHS), Delene Rankin (TNDC), Dave Richmond (Glide), Jenny Curley (DHS/CPS), Lynn Lively (Baker Places, Inc.), Larry Fergison (SF Mayor's Office of Housing), Elizabeth Colomello (SF Redevelopment Agency), Kathleen Manthe (Rita de Cascia/Positive Match), Sumi Imamoto (Bernal Heights Neighborhood Center), Nicolaas de Ruijg (Canon Kip Community House), Melanie Williams (Treasure Island), Uriah Russell (DHS/S+C), Shelagh Little (DHS), Shane Balanon (DHS/S+C)

Announcements:

1. Shelagh has assumed the position of DHS Deputy Director of Supportive Housing. Shane has assumed the position of Acting S+C Program Manager.

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2. Larry Fergison announced and distributed fliers for the "Affordable Housing Management" training to take place June 4th and 5th, 2003.

Tenant Representative Reports:

1. Nicolaas Deruigj announced that Canon Kip has created a tenant board. An estimated 30 residents of Canon Kip participated in Easter festivities on-site.

2. Melanie Williams announced that Catholic Charities – Treasure Island has hired a Mental Health Support Counselor. The childcare facility is now available to TI residents. The program also added therapy services to families through the Homeless Children's Network and has secured 30 hours of services per week. Also, residents participated in holiday events with an Easter egg hunt and BBQ.

Presentation: Treasure Island Concerns by Nella Goncalves, Program Director

Program staff made a presentation to the Committee in order to solicit advice regarding program challenges. In particular, this discussion focused on challenges related to substance abuse, security, and the high instance of CPS involvement. Suggestions included improved monitoring of property management performance, expanded staff training, formation of a tenants council, and continued coordination with CPS.

The Treasure Island Housing Development Initiative continues to meet with community stakeholders, including the SFPD, the TI School, property management, as well as its residents in an attempt to resolve community issues. Community events have been well attended and have helped build community.

Suggestions/Comments:

- Contact CPS to facilitate another training to respond to current issues and concerns.
- Have a CPS worker specifically assigned to Treasure Island. Over a period of time, this worker will have an opportunity to build relationships with staff and families.
- Propose possible program changes. Residents who access services may not be the ones who are in the most need of services.
- Continue to build the relationship between property management and support services. In order to outreach to residents in a timely manner, support services staff must be notified of residents who receive violations from property management.
- Encourage property management to proceed with the necessary steps against problem residents, to assure the other residents have an opportunity to live in a safe environment.
- As owner, Catholic Charities can decide what property management company they want to work with.
- Perhaps, more home visits for residents who are jeopardy of eviction or subsidy termination.

Occupancy Standards:

The Committee discussed the underutilization of housing units. Jennifer Williams, Deputy City Attorney, expressed that S+C has the authority to transfer clients into units that are more appropriate to their family size. S+C can implement new policy with language pertaining to occupancy standards, which will affect current and future participants of S+C.

Outcomes:

- *The work group will present an "S+C Program Agreement" at the next meeting.*

Action Items

- *Shane will coordinate a work group of the Committee to create an "S+C Program Agreement." Issues will include, but will not be limited to, occupancy standards, S+C rule violations, etc. The Program Agreement will also include a reference federal Shelter Plus Care regulations. The work group will prepare a*

draft of the "S+C Program Agreement" for the Committee to review, and decide how/when to implement the new policy

- *Jennifer Williams to check to see whether new program requirements can be imposed on existing participants.*

Next Meeting:

Wednesday, June 25, 2003
10:30 AM – 12:00 PM
Location: 1440 Harrison St., 3rd Floor, Kakebe Room

City and County of San Francisco

Department of Human Services
Housing and Homeless Programs
Integrated Services Network
Shelter Plus Care

Shelter Plus Care
Oversight Committee Meeting Agenda

Wednesday, June 25, 2003
10:30 AM – 12:00 PM

1440 Harrison St., 3rd Floor
Kakebe Room

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I. Introductions and Announcements

II. Tenant Representative Reports

III. "S+C Program Informational Guidelines"

IV. Occupancy Standards

If you are unable to attend, please send an alternate in your place who will be able to relay information back to you.

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City and County of San Francisco

Department of Human Services
Housing and Homeless Programs
Integrated Services Network
Shelter Plus Care

Shelter Plus Care
Oversight Committee Meeting Minutes

Wednesday, June 25, 2003
10:30 AM – 12:00 PM

Present: Melanie Williams (Treasure Island), Nicolaas Deruijg (Canon Kip), Yvette Robinson (TNDC), Lauren Hall (CHS), Delene Rankin (TNDC), Larry Fergison (Mayor's Office of Housing), Margot Antonetty (DPH), Seth Katzman (Conard House), Elizabeth Colomello (SFRA), Santiago Juan (DHS/S+C), Lynn Lively (Baker Places, Inc.), Shane Balanon (DHS/S+C)

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Announcements:

No announcements.

Tenant Representative Reports:

1. Nicolaas Deruigj announced that he received the "Outstanding Resident Award" from Canon Kip Community House. The newly formed tenant council is attempting to create a mission statement.

2. Melanie Williams recommended that Catholic Charities Treasure Island supportive staff administer more home visits. Tenants have requested more support for minimizing substance abuse issues. Also, residents participated in life skills workshops, trips, and other seasonal activities.

Program Informational Guidelines

The work group presented the final draft to the Committee for review. The Committee recommends creating procedures for clients to appeal a subsidy termination. Subsidy can be terminated to clients who decline a transfer due to underutilization, and are offered a suitable unit appropriately sized to their family composition.

Outcomes:

- *The work group will present a final draft of procedures for appealing subsidy termination at the next meeting.*

Action Items

- *Shane will coordinate a work group of the Committee to create procedures for appealing subsidy termination. Issues will include, but will not be limited to, the roles of the S+C Family Resource Specialist, property management, reunification etc. The Program Agreement will reference federal Shelter Plus Care regulations.*

The work group will prepare a draft of the procedures for appealing subsidy termination for the Committee to review, and decide how/when to implement the new policy

- *Shane will contact Jennifer Williams (SF Deputy City Attorney) to check to see whether new program requirements can be imposed on existing participants.*

Discussion to Make Services Mandatory

Comments:

- ✓ Should S+C make services mandatory?
- ✓ What would happen if services were required?
- ✓ Can we mandate services during certain circumstances?
- ✓ How successful are other counties who implement mandatory services?

The Committee decided that this should definitely be an agenda item for the next Oversight Committee meeting. Also, that the next meeting be made mandatory for all Committee members to attend.

Next Meeting:

Wednesday, August 27, 2003
10:30 AM – 12:00 PM
Location: 1440 Harrison St., 3rd Floor, Classroom # 2

City and County of San Francisco

Department of Human Services
Housing and Homeless Programs
Integrated Services Network
Shelter Plus Care

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Shelter Plus Care
Oversight Committee Meeting Minutes

Wednesday, August 27, 2003
10:30 AM – 11:30 PM

Present: Shelagh Little (DHS), Uriah Russell (DHS/S+C), Larry Fergison (MOH), Elizabeht Colomello (SFRA), Sumi Imamoto (BHNC), Margot Antonette (DPH), Jennifer Hubbart (Iris Center), Maya Hart (TNDC), Belinda Lyons (MHA-SF), Willie Wright (Knox SRO), Jennifer Curley (DHS/CPS), Victor Perez (Caritas), Chris Andue (Caritias), Erick Brown (CCCYO), Melanie Williams (Treasure Island), Felecia Bonner (CCCYO), Kevin Sharps (ECS), Saundra Randolph (Mercy Housing/Canon Kip), Nicolaas de Ruijg (Canon Kip), Robert Dutra (Conard House/Lyric), Lauren Hall (CSH), Yvette Robinson (TNDC), Jeff Schoenfield (FSA), Delene Rankin (TNDC), Seth Katzman (Conard House), Bridgette Washington (Baker Places), Margaret Gold (Jelani Inc.), Sharon Lane (ECS/Canon Barcus), Raysha Waters (Caritas), Bill Gardner (MHDC), Santiago Juan (DHS/S+C), Shane Balanon (DHS/S+C)

Announcements:

1. Yvette Robinson announced the Grand Opening of the Ambassador is scheduled for Wednesday, October 22, 2003, at 11:00 A.M., at 55 Mason St.

2. Raysha Waters announced that she would be vacating her position as Property Manager of Juan Piferre Apartments.

3. Belinda Lyons announced that the Mental Health Association of SF is searching to hire the position of Director of Education and Training (Program Director). Contact Belinda at 241-2929 for further details.

Tenant Representative Reports:

1. Nicolaas Deruigj announced that Canon Kip has hired Scott Ecker, as Support Services Manager.

2. Melanie Williams announced Catholic Charities – Treasure Island will attempt to create a tenant advisory council. Many residents participated in end of summer events.

Finalizing "S+C Program Informational Guidelines"

Deputy City Attorney, Jennifer Williams, reviewed the Program Informational Guidelines. With the suggestion by Jennifer and the approval of the Committee, it was

determined that the document will be renamed **"Program Requirements."** The Program Requirements was finalized and current residents will receive notice by mail.

For existing tenants:

- ✓ Most of the leases of existing tenants do not reference the Program Requirements. S+C will contact the appropriate staff to modify the lease to incorporate the new documentation.
- ✓ The Program Requirements should be posted on-site.
- ✓ This will require a 30-day notice to the tenants.
- ✓ The Program Requirements will be mailed to the tenants, signature will be required, and the original will be placed into the client file. The client will also receive a copy.
- ✓ The S+C Resource Specialists will coordinate with the appropriate housing site to administer the Program Requirements.
- ✓ In the future, S+C Rental Assistance Agreements will require sponsors to reference the Requirements in their tenant leases.

- Ea*ch agency will have to review their individual leases and have their attorneys review the Program Requirements.*

Services Delivery in Shelter Plus Care housing

This discussion arose out of prior concerns raised about services delivery to clients who are at risk of losing their housing due to S+C rule violations. Although all S+C tenants are availed of services on a voluntary basis, some Committee members have expressed that outreach to tenants at-risk of subsidy termination and/pr evictions should happen early and should be a particular emphasis. This discussion lead to the suggestion that the next meeting include a presentation or discussion of best practices in terms of eviction prevention protocols currently in practice at specific S+C sites.

An eviction prevention protocol is steps that have been developed for staff to follow in determining whether an eviction should be considered. It outlines when and how to intervene, what options and alternatives are offered and different situations to base an eviction. Evictions are expensive, creating or adopting such an eviction prevention protocol may be beneficial.

Outcomes:

- *To better understand the importance of such a practice, Shane will invite Kerry Abbott of THC to present her agency's eviction prevention protocol.*

Next Meeting:
Wednesday, October 22, 2003
10:30 AM – 11:30 AM

Location: 1440 Harrison St., 3rd Floor, Kakebe Room

City and County of San Francisco

Department of Human Services
Housing and Homeless Programs
Integrated Services Network
Shelter Plus Care

Shelter Plus Care
Oversight Committee Meeting Agenda

Wednesday, October 22, 2003
10:30 AM – 11:30 PM

1440 Harrison St., 3rd Floor
Kakebe Room

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I. Introductions and Announcements

II. Tenant Representative Reports

III. Presentation by Thomas Benn – Eviction Prevention Protocol

If you are unable to attend, please send an alternate who will be able to relay information back to you.

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City and County of San Francisco

Department of Human Services
Housing and Homeless Programs
Integrated Services Network
Shelter Plus Care

Shelter Plus Care
Oversight Committee Meeting Agenda

Wednesday, February 25, 2004
10:30 AM – 12:00 PM

1440 Harrison St., 3rd Floor
Kakebe Room

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1. **Introductions and Announcements**
2. **Review of Committee Seats**
3. **Tenant Representative Reports**
4. **Reformatting the S+C Wait List**

If you are unable to attend, please send an alternate in your place who will be able to relay information back to you.

(415) 557-5000 P.O. Box 7988 San Francisco, CA 94120

City and County of San Francisco

Department of Human Services
Housing and Homeless Programs
Integrated Services Network
Shelter Plus Care

Shelter Plus Care
Oversight Committee Meeting Minutes

Wednesday, February 25, 2004
10:30 AM – 12:00 PM

Present: Erick Brown (CCCYO), Belinda Lyons (MHA-SF), Sumi Imamoto (BHNC), Kevin Sharps (ECS), Andrea Canaan (ECS/Canon Barcus), Seth Katzman (Conard House, Inc.), Yvette Robinson (TNDC), Delene Rankin (TNDC), Wolfgang Stuwe (DPH/HUH), Margot Antonetty (DPH/HUH), Tammy Haygood (CW House), Anamarie Avila Farias (Mayor's Office of Housing), Irma Castro-Parada (DPH/Forensic AIDS Project), Nicolaas de Ruijg (Canon Kip Community House), Melanie Williams (Treasure Island), Uriah Russell (DHS/S+C), Santiago Juan (DHS/S+C)

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Announcements:

1. Lauren Hall announced a brown bag sessions at the Ambassador on March 10.

Tenant Representative Reports:

1. Nicolaas Deruigj announced that Canon Kip has distributed questionnaires gathering information to improve the building and/or community. Holiday events were a tremendous success. Nicolaas has assumed the position of chair of the tenant council.

2. Melanie Williams announced that residents participated in holiday events. Neighborhood block parties have been coordinated, building community and to increase community awareness. CCCYO has collaborated with the YMCA to provide activities for Treasure Island residents. After-school programs are available, assisting resident children with school assignments. Staff is searching for potential interns to assist in the Child Activities Program.

Reformatting the S+C Wait List

S+C staff made a presentation to the Committee in order to solicit feedback and recommendations regarding reformatting the system in which we receive S+C applications. In particular, this discussion focused on gradually shifting from a centralized wait list system in which we maintain all S+C applications to a decentralized system in which we request referrals from our list of application agencies on an alternating basis. As we continue to grow closer to exhausting our wait list, we have proposed to reformat our application process to remove any possibilities of adding to an already long and existing wait list. MOU's have been established with all application agencies describing their roles and responsibilities pertaining to completing S+C applications.

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Centralized:

- S+C opens its wait list approximately once every four years.
- Since our most open enrollment in 2001, 77 applicants have been referred into housing who were unable to be located.
- By the time an applicant is reachable, the housing sponsor may not be able to locate the client for a various reasons; may not be engaged in services with the agency that completed the application, obtained other housing, moved out of the vicinity, is currently ineligible for S+C housing, deceased, etc. Thus, delaying and prolonging a vacancy that can be occupied by an eligible client, currently engaging in services from an S+C application agency.
- Generally, we refer five referrals for each vacancy.
- We receive approximately 20 calls per week from agencies and homeless individuals (not on our wait list, but who are S+C eligible) inquiring the re-opening of the wait list.

Decentralized:

- A housing site requesting a referral contacts S+C. S+C then contacts the next application agency to provide an application.
- Applicants are easily located since they are actively engaged in services with the application agency.
- Application agencies are able to certify an applicant's eligibility for S+C.
- The S+C Directed Case Management program currently administers this system. Access points were determined and these agencies alternate the submission of referrals based on a vacancy.

We have a very limited of applicants who may be eligible for housing sites who house a specific targeted population.

Suggestions/Concerns:

- Create a working group to develop a draft of the proposed referral system.
- Contact agencies that administer a decentralized waiting list (i.e. DAH Program, Master lease wait list maintained by THC).
- Ensure that S+C considers homeless individuals who are the "hardest to reach." Agencies such as MAP or DHS/DPH outreach teams are currently listed as application agencies, enabling them to make a referral when it's their turn to make a referral.
- Will application agencies be responsible for maintaining their own "S+C waiting list?"
- Ensure fair housing laws are upheld.
- Administer a presentation to the application agencies in which S+C housing sponsors will be able to describe their sites. This presentation can include, but will not be limited to, location of the housing site, availability of services, amenities, etc.

Action Items

- *Shane will coordinate a work group of the Committee to discuss and develop a decentralized referral system. The work group will prepare a draft of the reformatted system for the Committee to review, and decide how/when to implement the new policy*

Next Meeting:

Wednesday, April 28, 2004
10:30 AM – 12:00 PM
Location: 1440 Harrison St., 3rd Floor, Kakebe Room

City and County of San Francisco

Department of Human Services
Housing and Homeless Programs
Integrated Services Network
Shelter Plus Care

Shelter Plus Care
Oversight Committee Meeting Agenda

Wednesday, April 28, 2004
10:30 AM – 12:00 PM

1440 Harrison St., 3rd Floor
Kakebe Room

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1. **Introductions and Announcements**

2. **Tenant Representative Reports**

3. **2004 Shelter Plus Care Renewal Review and Recommendations**
   - **The Oversight Committee will evaluate 13 S+C projects applying for HUD/McKinney renewal funds in the upcoming 2004 McKinney application process. The purpose of this review was to make recommendations to the Funding Committee of the San Francisco Local Homeless Coordinating Board and the 2004 McKinney Technical Review Panel.**

If you are unable to attend, please send an alternate in your place that will be able to relay information back to you.

(415) 557-5000 P.O. Box 7988 San Francisco, CA 94120

City and County of San Francisco

Department of Human Services
Housing and Homeless Programs
Integrated Services Network
Shelter Plus Care

Shelter Plus Care
Oversight Committee Meeting Minutes

Wednesday, April 28, 2004
10:30 AM – 12:00 PM

Present: Uriah Russell (DHS/S+C), Jane Johnson (DHS), Santiago Juan (DHS/S+C), Melanie Williams (Treasure Island), Scott Ecker (ECS/CKCH), Rodney Mitchell (ECS/CKCH), Douglas Bailey (Baker Places Inc.) Irma Parada (DPH/FAP), Salvador Lopez (DPH/FAP), Bill Gardner (South Park Residences), Sumi Imamoto (BHNC), Mecca Cannariato (LSS), Erick Brown (CCCYO), Wolfgang Stuwe (DPH/HUH), Yvette Robinson (TNDC), Seth Katzman (CHI), Margaret Gold (Jelani Inc.), Elizabeth Colomello (SFRA), Michael Louch (THC), Carol Chapman (CBHS), Marilyn Price (LWCC), Nicolaas de Ruijg (Canon Kip), Monique Kennedy (Iris Center)

Announcements: none

Tenant Representative Reports:

1. Nicolaas de Ruijg announced that support services is coordinating more holiday events. The tenant council nominated its chairperson.

2. Melanie Williams announced CHP has replaced the John Stewart Company as Treasure Island property management. The Children Activities Program has hired new staff.

2004 Shelter Plus Care Renewal Review and Recommendations

The Oversight Committee evaluated 13 S+C projects applying for HUD/McKinney renewal funds in the upcoming 2004 McKinney application process. The Committee reviewed and discussed project performance data for each project including occupancy rates, resident retention rates, and Housing Quality Standards inspection results. The purpose of this review was to make recommendations to the Funding Committee of the San Francisco Local Homeless Coordinating Board and the 2004 McKinney Technical Review Panel.

1. Hazel Betsey, studios (Housing Services Affiliate of the Bernal Heights Neighborhood Center)
   Recommendations/concerns: none.

2. Hazel Betsey, 1-bedrooms (Housing Services Affiliate of the Bernal Heights Neighborhood Center)
   Recommendations/concerns: none

3. Monterey Blvd. Apts. (Housing Services Affiliate of the Bernal Heights Neighborhood Center)
Recommendations/concerns: none

4. Scattered Sites Program (Catholic Charities, CYO)
Recommendations/concerns: Low occupancy rate attributed to the slow process of turning units over. The Program Coordinator is responsible for locating vacant units on the open market. The process of negotiating the price of the unit with the potential landlord is a slow and arduous task. However, with the slow economy, CCCYO has received many potential offers for rental units.

5. Glide (Glide Inc.)
Recommendations/concerns: none

6. El Dorado and Midori (Conard House Inc.)
Recommendations/concerns: All referrals must be pre-screened to ensure Conard eligibility. Once the referral is verified Conard eligible, they then proceed with the intake process.

7. Canon Kip (Episcopal Community Services)
Recommendations/concerns: none

8. Juan Piferre Plaza (Mission Housing Development Corporation)
Recommendations/concerns: none

9. South Park Residences (Mission Housing Development Corporation)
Recommendations/concerns: Low occupancy rate attributed to the property management intake process. Support services staff will work with property management staff to facilitate future referrals.

10. 111 Taylor St., 160 Eddy St., 380 Eddy St. (Tenderloin Housing Clinic)
Recommendations/concerns: none

11. Franciscan Towers (Tenderloin Neighborhood Development Corporation)
Recommendations/concerns: none

12. Knox (TODCO)
Recommendations/concerns: none

13. Tenant-based Rental Assistance Program (Iris Center, Jelani Inc., Lee Woodward Counseling Center)
Recommendations/concerns: none

Shelter Plus Care has developed a program-wide client satisfaction survey. This survey will be distributed to all Sponsors at the end of the calendar year. For the 2005 McKinney evaluation period, we will incorporate the percentages obtained into all renewal reviews.

Next Meeting

Wednesday, June 23, 2004
10:30 AM – 12:00 PM
Location: Canon Barcus, 165 8th St., 2nd Floor Conference Room

City and County of San Francisco

Department of Human Services
Housing and Homeless Programs
Integrated Services Network
Shelter Plus Care

Shelter Plus Care
Oversight Committee Meeting Agenda

Wednesday, June 23, 2004
10:30 AM – 12:00 PM

Canon Barcus, 165 8th St.
2nd Floor, Conference Room

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1. **Introductions and Announcements**

2. **Tenant Representative Reports**

3. **Reformatting the S+C Referral Process Discussion**
   - **Presentation by John Tambis, Department of Public Health – Direct Access to Housing**
   - **Update from the workgroup**

If you are unable to attend, please send an alternate in your place that will be able to relay information back to you.

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City and County of San Francisco

Department of Human Services
Housing and Homeless Programs
Integrated Services Network
Shelter Plus Care

Shelter Plus Care
Oversight Committee Meeting Minutes

Wednesday, June 23, 2004
10:30 AM – 12:00 PM

Present: John Tambis (DPH/HUH), Seth Katzman (Conard House, Inc.), Aaron Buchole (DHS), Santiago Juan (DHS/S+C), Lisa Blakely (CSH), Erick Brown (CCCYO), Kevin Sharps (ECS), Rodney Mitchell (ECS), Scott Ecker (ECS), Nicolaas de Ruijg (Canon Kip), Melanie Williams (Treasure Island), Wolfgang Stuwe (DPH/HUH), Uriah Russell (DHS/S+C), Sumi Imamoto (HSA), Tammy Haygood (Glide Community Housing), Yvette Robinson (TNDC), Delene Rankin (TNDC)

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Announcements: none

Tenant Representative Reports:

Melanie Williams – Life skills workshops are facilitated by case managers every Saturday. CHP, property management, were acknowledged for their quick responses to resident inquiries. CCCYO has hired a peer advocate. The Children Activities Program has coordinated two summer camp outings.

Nicolaas de Ruijg –Juneteenth celebration was well attended. SHEC continues to assist residents interested in seeking employment. Desk-training programs are offered and many participants have completed the training.

Agenda Items:

Presentation by John Tambis, Department of Public Health-Direct Access to Housing

- The Department of Public Health initiated the Direct Access to Housing (DAH) Program in 1996. The DAH system was created to address permanent housing for chronically homeless individuals cycling through the system.
- The housing portfolio includes five buildings; four buildings serve a mixed population and one building serves only seniors.
- The DAH system doesn't require a wait list. DPH obtains referrals from its access agencies on an alternating basis. When a vacancy becomes available, the housing site contacts DPH. DPH then contacts the next access agency to submit an application. Once DPH reviews the application, DPH submits the application to the appropriate housing site.
- DAH maintains highly successful rate of referrals completing the intake process.

Update from the workgroup (handout):
Discussed the benefits and challenges of a decentralized system.

The decentralized system will be administered as follows:

1) Sponsor alerts S+C of a vacancy.
2) S+C contacts the next access agency for a referral (same day).
3) Access agency submits an application to S+C (2-4 day turnaround).
   - S+C reviews the application to ensure eligibility (same day).
   - S+C will follow-up with the referring agency, if additional documentation is required. Process will vary with agencies (1-2 days, if follow-up is required).
4) S+C submits the application to the Sponsor (same day).
5) Sponsor proceeds with the intake.

Suggestions/Concerns:

- The S+C Directed Case Management program was discussed. The DCM program is administered within the S+C program, and utilizes the decentralized referral system. The monthly housing occupancy rate of the DCM program is at 98%, compared to the program-wide average of 91%.
- Each access agency is responsible for selecting an applicant to be referred to S+C.
- Access agencies are responsible for providing S+C the necessary documentation in order to proceed with the intake.
- S+C staff is currently creating a S+C Housing Site Manual. The manual will be provided to access agencies to assist them with inquiries and concerns clients may have regarding S+C housing options. The manual will briefly describe each housing site, amenities, transportation access, etc.
- Suggested that S+C administer trainings to access agencies on a quarterly basis.

Next Meeting:

Wednesday, October 27, 2004
10:30 AM – 12:00 PM
Location: 1440 Harrison

City and County of San Francisco

Department of Human Services
Housing and Homeless Programs
Integrated Services Network
Shelter Plus Care

Shelter Plus Care
Oversight Committee Meeting Agenda

Wednesday, October 27, 2004
10:30 AM – 12:00 PM

1440 Harrison St.
3rd Floor, Kakebe Room

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1. **Introductions and Announcements**

2. **Tenant Representative Reports**

3. **Presentation by Curt Klaus, HUD**
   - **S+C Application**
     - **Required credentials of those certifying substance abuse and mental health**
     - **Updating the S+C application**

4. **Timeline of Administering the Decentralized Referring System**

If you are unable to attend, please send an alternate in your place that will be able to relay information back to you.

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Department of Human Services
Housing and Homeless Programs
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Shelter Plus Care
Oversight Committee Meeting Minutes

Wednesday, October 27, 2004
10:30 AM – 12:00 PM

Present: Seth Katzman (Conard House, Inc.), Belinda Lyons (MHA-SF), Elizabeth Colomello (SFRA), Sumi Imamoto (Bernal Heights), Wolfgang Stuwe (DPH/HUH), Jane Johnson (DHS), Mikyung Kim (DHS), Christopher Duncan (Mercy Housing/Canon Kip), Dana Alkalas (Mercy Housing/Canon Kip), Kevin Sharps (ECS), Scott Ecker (ECS/Canon Kip), Rodney Mitchell (ECS/Canon Kip), Yvette Robinson (TNDC), Delene Rankin (TNDC), Jade Jensen (DHS/S+C), Santiago Juan (DHS/S+C), Erick Brown (CCCYO), Melanie Williams (Treasure Island), Uriah Russell (DHS/S+C), Dorothy Curry (Treasure Island), Bob Washington (MOH), Nicolaas de Ruijg (Canon Kip)

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Announcments: none.

Tenant Representative Reports:
Melanie Williams – Community events have been well attended. Halloween events are being coordinated. Women support groups are offered by TI staff. Dreamschool at Treasure Island has provided more after school activities for children. Kidango continues to provide early education programs and preschool, as well as other child care services. CCCYO has hired a new case manager and substance abuse counselor.

Agenda Items:

Presentation by Curt Klaus, HUD
The conversation of revising/updating the S+C Application was the result of a recent site visit, conducted by HUD, at an S+C site. After the review of S+C applications, specific concerns related to mental health and substance abuse verifications were cited. In addition, HUD reported documentation and approval of caregivers was very limited. Per mandates, S+C will create verification forms to reflect HUD standards.

When completing the S+C application, the application agency must:

- Identify a disabling condition;
- Describe how the disabling condition substantially impedes the ability of the applicant to live independently;
- Describe the applicant will become homeless without services.

A person is considered to have a disability if such person has a physical, mental, or emotional impairment which:

- Is expected to be a long-continued and indefinite duration;
- Substantially impedes such person ability to live independently;

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- Is of such nature that such ability could be improved by more suitable housing conditions.

An update to the S+C application includes broadening the categories of race, to adhere to HUD mandates. HUD continues its attempt to capture greater numbers, to gain a broader perspective of clients we serve.

Certification of Homelessness may be completed by staff that routinely provides services to an applicant including, but not limited to, case managers, counselors, program manager, program director, etc.

Certification of mental health, substance abuse, and/or HIV requires that of a credentialed staff member trained to make such determinations.

- A position such as case manager or substance/mental health counselor does not, by itself, qualify a person to certify and determine the disability of an applicant.
- The State of California recognizes the credentials of staff qualified to certify the above referenced disabilities. I.E. LCSW, MFCC, LPHA, etc.
- Self-certification of substance abuse is ***not acceptable***.
- With credentialed staff verifying the above referenced disabilities, the Eligibility Verification (2.04A) will be removed.
- Per the MOU that application agencies have agreed to with DHS, it is the responsibility of the agency to provide assistance to their client during the referral/intake process.

Caregiver documentation reviewed by HUD was very limited.

- Previously, the S+C Resource Specialists would make a determination, based on their assessment and their investigation, to whether a client would require a live-in caregiver. Based on their assessment, they would be able to approve/decline requests.
- S+C has addressed the issue of documentation (S+C Caregiver Assessment Form), but have to continue to require more information pertaining to the responsibilities of the caregiver, their training/experience, whether the impairments of the client is indefinite. The question will be "who is credentialed (ex. MD, Nurse Practitioner, etc.) to provide such documentation?
- Will discuss at future Oversight Meetings.

Concerns/Suggestions

- Some agencies may not have credentialed staff on-site or may not have the resources to acquire such staff.
- Requiring more detailed information pertaining to the disability of an applicant by a credentialed staff may prolong the move-in process.

Shane will solicit volunteers for a work group to:

- Need to revise the Application Policy and the Responsibilities of Application Agencies, to include identifiable staff credentialed to complete the mental health, substance abuse, and/or HIV verification.
- Create a Verification of Substance Abuse Issues form to include disability qualifications and credentialed staff eligible to make such a determination. Staff completed this form is/are required to thoroughly detail the history or current use of the substance use.
- Need to revise the Verification of Mental Health Issues to reflect HUD standards (i.e. credentialed staff). Describe specific conditions that might change over time. Also, requiring application agencies to describe the how the disability affects the applicant's current presentation, history, and functional impairment. Previously, S+C required two of the three categories.
- The work group will report back to the Oversight Committee, Wednesday, November 17, 2004.

Next Meeting:
Wednesday, November 17, 2004
10:30 AM – 12:00 PM
Location: 1440 Harrison

City and County of San Francisco

Department of Human Services
Housing and Homeless Programs
Integrated Services Network
Shelter Plus Care

Shelter Plus Care
Oversight Committee Meeting Agenda

Wednesday, November 17, 2004
10:30 AM – 12:00 PM

1440 Harrison St.
3rd Floor, Kakebe Room

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1. Introductions and Announcements

2. Tenant Representative Reports

3. Continued Discussion of the Revision to the S+C Application
   - Update from the workgroup
     - Review of MH and SA verification forms for licensed/credentialed staff
     - Review of the Evaluation form for non-licensed/-credentialed staff
     - Confirmation with the Homeless Outreach Team to perform MH/SA assessments

*** If you are unable to attend, please send an alternate in your place that will be able to relay information back to you.

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Shelter Plus Care
Oversight Committee Meeting Minutes

Wednesday, November 17, 2004
10:30 AM – 12:00 PM

Present: Seth Katzman (Conard House, Inc.), Jane Johnson (DHS), Irma Castro-Parada (DPH/FAP), Elizabeth Colomello (SFRA), Wolfgang Stuwe (DPH/HUH), Jenny Curley (HSA), Kevin Sharps (ECS), Sumi Imamoto (Bernal Heights), Erick Brown (CCCYO), Nicolaas de Ruijg (Canon Kip)

Announcments: Derek Silva will have a rededication ceremony on Friday, November 19, 2004, at 11 AM. All units are HWL, and potential tenants are referred by DPH and the SFHA.

Tenant Representative Reports:
Nicolaas de Ruijg – Canon Kip currently has one vacant case manager position. Community events such as BINGO, has been well attended. Staff is coordinating Thanksgiving festivities.

Agenda Items:

Continued Discussion of the Revision to the S+C Application
As discussed at the previous Oversight Meeting, a workgroup will be assigned the task of revising the S+C Application. The workgroup was to create Mental Health and Substance Abuse forms that credentialed/licensed can verify, and create Mental Health and Substance Abuse forms that non-credentialed/licensed staff can complete.

The Verification of Serious Mental Health Issues procedure (2.04) and form (2.04A) and the Verification of Serious Substance Abuse Issues procedure (2.05) and form (2.05A) were revised in which credentialed/licensed staff will only be eligible to verify such disabilities. Procedures for both verifications include examples of credentials/licenses eligible to perform such verifications.

Agencies without credentialed/licensed staff to perform mental health and/or substance abuse assessments are required to complete the Shelter Plus Care Evaluation Form (2.03A). Procedures (2.03) for the evaluation requires staff making the referral to complete 2.03A, and submit this form, along with the S+C application, to S+C staff for review. S+C will then contact a credentialed/licensed staff member to coordinate a time and place to perform an evaluation of the applicant.

S+C confirmed that the Homeless Outreach Team (DPH) has agreed to perform mental health and substance abuse assessments for agencies without credentialed/licensed staff. S+C will coordinate with the referring agency and a HOT staff to provide such assessments.

Also, the Shelter Plus Care Direct Referral System Procedure was finalized and discussed thoroughly. The procedure describes the referral process and the responsibilities of the referring agency in assisting their applicant navigate through the S+C housing referral process.

The revised S+C application will be used for all future S+C referrals. And, S+C will introduce the application at the S+C Application Training, tentatively scheduled for the first week of March 2005.

Next Meeting:
Wednesday, February 23, 2005
11:00 AM – 12:00 PM
Location: 1440 Harrison

City and County of San Francisco

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Human Services Agency
Department of Human Services
Department of Aging and Adult Services

Trent Rhorer, Executive Director

Shelter Plus Care
Oversight Committee Meeting Agenda

Wednesday, February 23, 2005
11:00 AM – 12:00 PM

1440 Harrison St.
3rd Floor, Kakebe Room

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1. **Introductions and Announcements**
2. **Tenant Representative Reports**
3. **S+C Application Training Update**
4. **Appeal Hearing Follow-up**

***** If you are unable to attend, please send an alternate in your place that will be able to relay information back to you.**

City and County of San Francisco
Gavin Newsom, Mayor

Human Services Agency
Department of Human Services
Department of Aging and Adult Services

Trent Rhorer, Executive Director

Shelter Plus Care
Oversight Committee Meeting Minutes

Wednesday, February 23, 2005
11:00 AM – 12:00 PM

Present: Santiago Juan (DHS/S+C), Melanie Williams (Treasure Island), LaShay Thomas (CCCYO), Nicolass de Ruijg (Canon Kip), Rodney Mitchell (ECS), Sumi Imamoto (BHNC), Blanche Korfmacher (DPH/CBHS), Jane Johnson (DHS), Elizabeth Colomello (SFRA), Lauren Hall (CSH), Seth Katzman (Conard House, Inc.), Yvette Robinson (TNDC), Delene Rankin (TNDC), Kevin Sharps (ECS)

Announcement: none

Tenant Representative Reports:
Melanie Williams – The Children Activities Program administers an arts and crafts program, as well as a mentoring program. TIHDI and CCCYO are in collaboration to remodel the naval shipyard. Many residents attend weekly movie nights.

Nicolaas de Ruijg – Many residents attended the Thanksgiving and Christmas holiday events provided by ECS. Weekly clinic hours are provided on-site by a nurse practitioner from DPH (Housing and Urban Health). The tenant council continues to discuss the implementation of increasing overnight visits from 10 to 12, and the proposal of improving wellness checks.

Agenda Items:

S+C Application Training Update
The S+C Application Training will be administered March 1, 2005, 10AM, in the Born Auditorium of 170 Otis Street. As of today, 40 agencies have submitted required documents to become a S+C Referring Agency. Others have indicated that they will submit outstanding documents at the training. Agencies with outstanding documents will not be permitted to submit referrals until all materials are submitted.

Four referring lists will be created once the training is complete: 1) Singles List, 2) Families List, 3) HOPWA Singles List and, 4) HOPWA Families List. Each agency will be placed onto the appropriate list(s).

Sponsors will contact S+C for a referral. Depending on the size of the unit, S+C will contact the next agency to submit an appropriate referral. The agency will have three (3) business days to submit or contact S+C with an application or status update on their potential referral. All follow-up items will be the responsibility of S+C to retrieve. Once the application is complete, S+C will submit the completed application to the sponsor to proceed with the housing intake.

DPH, Homeless Outreach Team (HOT Team), have agreed to perform client assessments of agencies without licensed/credentialed staff. Such agencies will be required to complete form 2.03A (S+C Client Evaluation Form) with the application, and submit it to S+C for review. Once S+C determines the applicant eligible, S+C will submit 2.03A to the HOT Team, and will schedule a meeting with the client to verify mental health and/or substance abuse disabilities. Once S+C receives the mental health and/or substance abuse verification, the application will be submitted to the sponsor to proceed with the housing intake.

S+C will prioritize clients who applied during prior enrollment periods. S+C will refer clients who have recently recertified their homelessness (one year from the current date). Such clients will be required to acquire mental health and/or substance abuse verification, as needed, that documents how their disability substantially impedes their ability to live independently.

Appeal Hearing Follow-up: tabled

Action items:
Shane will email the Oversight Committee:

- S+C Application Training presentation
- S+C Referring Lists (as of February 23, 2005)
- TODCO – Knox APR 03-04

Next Meeting:
Wednesday, April 27, 2005
10:30 AM – 12:00 PM
Location: 1440 Harrison

City and County of San Francisco

Gavin Newsom, Mayor

Human Services Agency
Department of Human Services
Department of Aging and Adult Services

Trent Rhorer, Executive Director

Shelter Plus Care
Oversight Committee Meeting Agenda

Wednesday, April 27, 2005
10:30 AM – 12:00 PM

1440 Harrison St.

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1. **Introductions and Announcements**

2. **Tenant Representative Reports**

3. **2005 Shelter Plus Care Renewal Review and Recommendations**
   - **The Oversight Committee will evaluate 14 S+C projects applying for HUD/McKinney renewal funds in the upcoming 2005 McKinney application process. The purpose of this review was to make recommendations to the Funding Committee of the San Francisco Local Homeless Coordinating Board and the 2005 McKinney Technical Review Panel.**

*****If you are unable to attend, please send an alternate in your place that will be able to relay information back to you.**

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Shelter Plus Care
Oversight Committee Meeting Minutes

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Wednesday, April 27, 2005
10:30 AM – 12:00 PM

Present: Uriah Russell (DHS/S+C), Nicolaas de Ruijg (Canon Kip), Melanie Williams (Treasure Island), Erick Brown (CCCYO), Carlos Azenar (John Stewart Co./Knox SRO), Evelyn Ayers (John Stewart Co./Isabel), Kerry Abbott (THC), Marsha Jackson (John Stewart Co.), Kevin Sharps (ECS), Scott Ecker (ECS), Yvette Robinson (TNDC), Delene Rankin (TNDC), Irma Parada (DPH/FAP), Douglas Bailey (Baker Places), Seth Katzman (Conard House), Salvador Lopez (DPH/FAP), Earnestine Lewis (Glide), Sumi Imamoto (BHNC), Monique Kennedy (Iris Center), Santiago Juan (DHS/S+C), Maggie Bender (S+C)

Announcements:
Shane announced that Marsha Jackson (TODCO/John Stewart Company) has accepted the Property Management chair to the Oversight Committee.

Tenant Representative Reports:

1. Nicolaas de Ruijg announced that Baker Places hired a full-time intensive case manager. Tenant council meetings participation continues to increase. Supportive services continues to provide community events to include, but not limited to, BINGO, baseball outings, etc. Rodney Mitchell noted that ECS has partnered with the **Community Access Ticket Service (CATS).** CATS is an organization that provides group tickets to events that include baseball games, ballet, symphonies, etc. Notice for events varies upon a variety of factors. Some events have one month notice, while others have only a few day. The moment tickets are donated, CATS immediately notifies agencies via email. If your agency is interested, please contact Jennifer Kahana at jennifer@communitytickets.org.

2. Melanie Williams announced Treasure Island Dream School begins next semester (K-8th grade). SF City College representatives will visit Treasure Island to discuss class curriculum; encouraging tenants interested in college, to consider attending. The employment specialist works with all tenants interested in obtaining employment with on-site internet access and referrals to potential job opportunities.

2005 Shelter Plus Care Renewal Review and Recommendations

The Oversight Committee evaluated 14 S+C projects applying for HUD/McKinney renewal funds in the upcoming 2005 McKinney application process. The Committee reviewed and discussed project performance data for each project including service descriptions, occupancy rates, resident retention rates, and Housing Quality Standards inspection results, APR objectives, satisfaction survey results and comments. The purpose of this review was to make recommendations to the Funding Committee of the San Francisco Local Homeless Coordinating Board and the 2005 McKinney Technical Review Panel.

1. Hazel Betsey, studios (Housing Services Affiliate of the Bernal Heights Neighborhood Center)
Recommendations/concerns: none

2. Hazel Betsey, 1-bedrooms (Housing Services Affiliate of the Bernal Heights Neighborhood Center)
Recommendations/concerns: Will revise the following APR objectives to reflect percentages based on the three (3) participants in this grant:
   - ✓ 66% of participants will remain in S+C housing for at least one year.
   - ✓ 66% of participants will remain in S+C housing for at least two years.
   - ✓ 33% of participants will either enter or continue part of full-time employment during the operating year.
   - ✓ 33% will either enter or continue an educational and/or a vocational training program during the operating year.
   - ✓ 33% of those with drug and/or alcohol addiction will be clean and sober.
   - ✓ 66% of households who need to reunify with their children, will be reunited with their children by placement in S+C housing.
   - ✓ 66% of participants will retain custody of, and care for, their children.

3. Monterey Blvd. Apts. (Housing Services Affiliate of the Bernal Heights Neighborhood Center)
Recommendations/concerns: Supportive services are located off-site, provided at the Iris Center. However, residents have been an assigned case manager available during business hours. Staff encourages the residents to communicate and to express concerns and suggestions. Relapse occurs, but is less likely to occur if residents engage in services that are available to them. In the event of relapse, staff will meet with the client and discuss best alternative (i.e. treatment programs, etc.).
Will revise the following APR objective to reflect percentages based on the four (4) participants in this grant:
   - ✓ 50% of participants will enroll in an education program and/or volunteer work in the operating year and will continue for a t least one.

4. Scattered Sites Program (Catholic Charities, CYO)
Recommendations/concerns: Erick Brown addressed the second comment from the satisfaction survey. Staff administers workshops to clarify the S+C program prior to lease signing. The family has been housed from the inception of the grant, and does not want to move. Staff have encouraged and offered to assist this family to apply for other housing opportunities. The head of household does not want to address her mental health issues, agrees to her substance abuse issues, but decides to address her issues herself.

5. Treasure Island – Phase 1 (Catholic Charities, CYO)
Recommendations/concerns: Erick Brown addressed mold concerns of the fifth comment from the satisfaction survey. CHP and CCCYO addresses all mold concerns. Based on their assessment, staff will determine whether the concern will result in the resident transferring to another unit or staff providing suggestions to remedy the issues.

6. El Dorado and Midori (Conard House Inc.)
Recommendations/concerns: Conard House has "graduated" from its collaborative grant awarded in 1993. Now, an APR will be generated specifically to the residents of Conard. The Committee discussed and approved APR objective revisions to reflect residents of Conard. The Committee has approved the following objectives:

- ✓ 10% of participants will enter or continue part- or full-time employment or vocational training program during the operating year.
- ✓ 10% of participants will either enter or continue in an educational program during the operating year.

7. Canon Kip (Episcopal Community Services)
   Recommendations/concerns: none

8. Glide (Glide Inc.)
   Recommendations/concerns: none

9. Juan Pifarre Plaza (Mission Housing Development Corporation)
   Recommendations/concerns: Will revise the following APR objectives to reflect percentages based on the three (3) participants in this grant:
   - ✓ 66% of participants will remain in S+C housing for at least one year.
   - ✓ 66% of participants will remain in S+C housing for at least two years.
   - ✓ 33% of participants will either enter or continue part- or full-time employment during the operating year.
   - ✓ 33% will enter or continue an educational and/or a vocational training program during the operating year.
   - ✓ 33% of those with drug and/or alcohol addiction will be clean and sober.
   - ✓ 66% of households who need to reunify with their children, will be reunited with their children by placement in S+C housing.

10. South Park Residences (Mission Housing Development Corporation)
    Recommendations/concerns: none

11. 111 Taylor St., 160 Eddy St., 380 Eddy St. (Tenderloin Housing Clinic)
    Recommendations/concerns: The Committee discussed and approved APR objective revisions regarding employment. Kerry Abbott noted that the APR objective "of those who obtain employment, 40% will obtain full-time (not temporary) employment" is unattainable. Since, many of residents who obtain employment are undocumented, they are unable to obtain full-time employment. Also, Kerry addressed that THC no longer receives funding for one FTE Employment Specialist, and has requested that the APR objective regarding "EMPLOYMENT SPECIALIST OBJECTIVE" be removed. The Committee has approved the following objectives:
    - ✓ 15% of those who obtain employment, 40% will obtain full-time (not temporary) employment.

12. Franciscan Towers (Tenderloin Neighborhood Development Corporation)
    Recommendations/concerns: Remaining consistent with other revision to APR objective regarding employment, the Committee approved the revision of the following objective:
    - ✓ 15% of participants will enter or continue part- or full-time employment or vocational training program during the operating year.

12. Knox (TODCO)
    Recommendations/concerns: Remaining consistent with other revision to APR objective regarding employment, the Committee approved the revision of the following objective:
    - ✓ 15% of participants will enter or continue part- or full-time employment or vocational training program during the operating year.

13. Tenant-based Rental Assistance Program (Iris Center, Jelani Inc., Lee Woodward Counseling Center)
Recommendations/concerns: none

Action Items

- Shane will follow-up with HUD regarding the removal of the following APR objective: "those with drug and/or alcohol addiction will be clean and sober."
- Shane will follow-up on an APR objective of Treasure Island, pertaining to "100% of participants will keep their families intact."
- Yvette suggested that the Committee discuss revising and improving the Client Satisfaction Survey at the next Oversight Committee meeting.

Next Meeting

Wednesday, June 22, 2005
10:30 AM – 12:00 PM
Location: 1440 Harrison St.

City and County of San Francisco

Gavin Newsom, Mayor

Human Services Agency
Department of Human Services
Department of Aging and Adult Services

Trent Rhorer, Executive Director

CANCELLED

Shelter Plus Care
Oversight Committee Meeting Agenda

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Wednesday, June 22, 2005
10:30 AM – 12:00 PM

1440 Harrison St.

1. Introductions and Announcements

2. Tenant Representative Reports

3. S+C Satisfaction Survey Revision

4. Subsidy termination reconsideration

***If you are unable to attend, please send an alternate in your place that will be able to relay information back to you.

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Shelter Plus Care
Oversight Committee Meeting Agenda

Wednesday, August 24, 2005
10:30 AM – 12:00 PM

1440 Harrison St.

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1. Introductions and Announcements
2. Tenant Representative Reports
3. Discussion/Revision of the S+C Satisfaction Survey
4. Underutilization Appeal Hearings

***If you are unable to attend, please send an alternate in your place that will be able to relay information back to you.

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Shelter Plus Care
Oversight Committee Meeting Minutes

Wednesday, August 24, 2005
10:30 AM – 12:00 PM

Present: Melanie Williams (Treasure Island), Nico de Ruijg (Canon Kip), Evelyn Ayers (TODCO), Amy Beinart (BHNC), Erick Brown (CCCYO), Wolfgang Stuwe (DPH/HUH), Elizabeth Colomello (SFRA), Delene Rankin (TNDC), Seth Katzman (Conard House), Douglas Bailey (Baker Places), Blanche Korfmacher (DPH/CBHS), Scott Ecker (ECS), Alecia Hopper (MHA-SF), Ted Janowsky (HAP), Uriah Russell (DHS/S+C), Santiago Juan (DHS/S+C)

Announcements: none

Tenant Representative Reports

1. Melanie Williams – Announced that the 7th annual Treasure Island picnic will take place on October 22, 2005. Treasure Island school is still accepting students for K-5th grade placement. Many summer activities coordinated by CCCYO have been offered, including but not limited to, outings to the zoo, aquarium, and movies.

2. Nicolaas de Ruijg – Approximately half of Canon Kip residents have engaged in weekly on-site medical treatment provided by DPH. Over half of Canon Kip residents participated in the Juneteenth celebration.

Discussion/Revision of the S+C Satisfaction Survey

In 2004, S+C administered the first annual Satisfaction Survey to all participants. S+C received a 29% response rate with many participants choosing to provide feedback. In an attempt to acquire a better response rate and more feedback to improve service delivery, S+C will revise its survey and the process in which it will be administered. In addition to mail, S+C will consider administering surveys at community meetings or events, or as suggested by Sponsors.

A workgroup will be assembled to revise the survey and will report back at the next Oversight Committee meeting.

Underutilization Appeal Hearings

S+C can propose to terminate subsidy when there is a decrease in the number of people in the household and the participant has been required to move to a smaller unit. Failure to accept an offer of alternative housing will result in the termination of the subsidy.

The Committee concurred that in the event in which the proposal to terminate subsidy is overturned, the panel can hold participants accountable to statements made at hearings. Time mandates can be developed for participants requiring further documentation (i.e. caregiver approval).

Future Agenda Items

1. Erick Brown recommended that the Committee address and refine its policy regarding S+C rule violations. How do Sponsors address participants who are habitual S+C rule and house rule violators and simultaneously assist them in maintaining their housing?

2. Ted Janowsky introduced the possibility of creating a standardized model eviction policy, mainly focusing on the access of tenant files that will be utilized by property management in the event of an eviction. Attorneys and their clients are at an immediate disadvantage if they do not have access to documentation pertaining to the eviction. If attorneys are able to access such files, this can lead to a process in which it is easier to assess and evaluate the reality of the case. Ted will email HAP's proposal "Action and Policy Proposal", presented at the Housing Justice Summit.

Action Items

- Shane will coordinate a workgroup to discuss revisions to the S+C Satisfaction Survey.
- Shane will email the Model Eviction Policy to the Committee for further discussion at the next Oversight Committee meeting.

Next Meeting

Wednesday, October 26, 2005
10:30 AM – 12:00 PM
Location: 1440 Harrison St.

City and County of San Francisco

Gavin Newsom, Mayor

Human Services Agency
Department of Human Services
Department of Aging and Adult Services

Trent Rhorer, Executive Director

Shelter Plus Care
Oversight Committee Meeting Agenda

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Wednesday, October 26, 2005
10:30 AM – 12:00 PM

1440 Harrison St.

1. Introductions and Announcements
2. Tenant Representative Reports
3. Model Eviction Policy discussion, Ted Janowsky, Homeless Advocacy Project
4. Quarterly Oversight Meetings

***If you are unable to attend, please send an alternate in your place that will be able to relay information back to you.

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Shelter Plus Care
Oversight Committee Meeting Minutes

October 26, 2005
10:30AM – 12:00PM

Present: Erick Brown (CCCYO), Carolyn Doak (Lutheran Social Services), Nicolaas de Ruijg (Canon Kip), Ted Janowsky (HAP), Sara Barnes (Asian American Recovery Services), Shanda Whitfield (Iris Center), Debbie Raucher (THC), Sumi Imamoto (BHNC), Seth Katzman (Conard House), Kevin Sharps (ECS), Sandra Aseltine (DPH/Tom Waddell Health Clinic), Delene Rankin (TNDC), Douglas Bailey (Baker Places), Bridgette Washington (Baker Places), Jane Johnson (DHS), Santiago Juan (DHS/S+C), Uriah Russell (DHS/S+C)

Announcements

Shelagh Little, Deputy Director of Supportive Housing, will be leaving DHS, Housing and Homeless programs effective November 10, 2005.

Blanche Korfmacher, Community Behavioral Health Services, will be retiring at the end of the calendar year. Blanche has held a chair with the S+C Oversight Committee from the inception of the program and participated in the creation of the original S+C policy manual. S+C thanks Blanche for her years of dedication and commitment to the S+C Program, the City, and our clients.

The Mental Health Association of San Francisco will administer their annual Hoarding and Cluttering Conference all day, on November 2, 2005. Those interested can register online at www.mha-sf.org.

The Mayor's Office on Disability, with Magar and Milstein, a firm that specializes in housing law, will administer a free all day training on the Fair Housing Amendments Act, State FEHA, and ADA on November 12, 2005. Those interested should RSVP Josie Lee with the Mayor's Office on Disability at 554-6789, or Nancy Brun with the Independent Living Resource Center at 543-6222.

Tenant Representative Reports

Nicolaas de Ruijg – Baker Places and ECS coordinated a variety of community outings, and are planning holiday events and activities. Student nurses from Samuel Merritt College provide weekly services. ECS hired a new Employment Specialist.

S+C Satisfaction Survey Review

The purpose of the S+C Satisfaction Survey is to solicit feedback in order to improve service delivery. Also, we utilize information provided in the surveys and status reviews to justify why and which expiring grants should be renewed. As you all know, federal funding has become very competitive, and our Continuum, the Local Board, will review and evaluate all renewing grants. S+C administered its first satisfaction survey by mail to all

program participants, receiving a 29% response rate. With room for improvement, the Oversight Committee has suggested that S+C revise the survey: 1) to acquire feedback regarding services offered on-site, 2) that is site-specific, 3) to include translated surveys for monolingual participants.

Fauzia will solicit suggestions from sponsors regarding best practices to administer the surveys. It has been determined that the administering of surveys will be site-specific. Ideas range from administering surveys during community events, community meetings, mailing, concurrently with S+C status reviews, etc. What works for some sites may not work for others. Our goal is to administer surveys during the last week of November through December. The deadline for surveys to be submitted is March 1, 2006.

Once the Oversight Committee officially approves the surveys, S+C will disseminate correspondence to all sponsors describing the purpose and how we intend on administering the surveys for each specific site.

Model Eviction Policy Discussion, Ted Janowsky, Homeless Advocacy Project

Ted initiated the possibility of creating a policy collectively to ensure clients and their advocates receive all relevant information pertaining to their eviction proceedings. Ideas ranged from the following:

- Review case and create a protocol that's specific to the case.
- Considering the best way to assist folks in maintaining housing. (Goal is housing retention but at what cost.)
- Identify behavioral issues - pro-eviction protocol.
- Support services and property management collaborating, and considering soliciting staff from outside agencies. Identify how to assist clients who are unwilling to cooperate.
- Removing subjectivity in the way property management proceeds with an eviction.
- In creating policy, the Committee should invite property management to attend to attain feedback if policy was to be considered.

The Committee insists that instead of a policy, creating a best practice manual or guidelines for sponsors to reference. Including how to compromise and negotiating an action plan.

S+C protocol in assessing program rule violations -
In the event of physical violence, the sponsor submits a Program Rule Violation to S+C, including, but not limited to in-house reports and police reports. The appropriate Resource Specialist assesses the report and administers a thorough review of the incident. Once the review is completed, the Resource Specialist determines if the incident report warrants nothing at all, a warning, or the termination of the S+C subsidy.

The eviction process is a long and arduous process. Based on the experiences of S+C sponsors, judges generally rule in favor of stipulation agreements. Subsequently, any violation of the stipulation will result in an eviction. Tenant files include a history of interventions in order to assist clients maintain their housing. Issues were addressed and chronicled to verify all interventions. And an eviction was the last resort. Case managers attempt to outreach and encourage all tenants to engage in supportive services. However, S+C provides independent supportive housing and is unable to mandate services. Instead of creating a model eviction policy, S+C will create best practice guidelines for housing sponsors to reference.

Oversight Committee Meetings

Oversight Committee Meetings will be scheduled quarterly. Meetings for 2006 are scheduled for January 25th, April 26th, July 26th, and October 25th.

Action Items

Shane will coordinate a work group to develop a "best practice guideline" and will report back to the Oversight Committee at the next meeting.

Next Meeting
January 25, 2006
10:30AM-12:00PM
1440 Harrison St.

City and County of San Francisco

Gavin Newsom, Mayor

Human Services Agency
Department of Human Services
Department of Aging and Adult Services

Trent Rhorer, Executive Director

Shelter Plus Care
Oversight Committee Meeting Agenda

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Wednesday, January 25, 2006
10:30 AM – 12:00 PM

1440 Harrison St.

1. Introductions and Announcements
2. Tenant Representative Reports
3. Eviction – "Best Practice Guideline"
4. S+C Program Rules discussion

***If you are unable to attend, please send an alternate in your place that will be able to relay information back to you.

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Shelter Plus Care
Oversight Committee Meeting Minutes

January 25, 2006
10:30AM – 12:00PM

Present: Nicolaas de Ruijg (Canon Kip), Erick Brown (CCCYO), Irma Parada (DPH/FAP), David Nakanishi (DPH/Community Programs), Ted Janowsky (HAP), Sumi Imamoto (BHNC), Monique Kennedy (ECS/Folsom Dore Apts.), Wolfgang Stuwe (DPH/HUH), Delene Rankin (TNDC), Jennifer Curley (DHS/CPS), Seth Katzman (Conard House), Susan Marick-Ker (Conard House), Bridgette Washington (Baker Places), Melanie Williams (Treasure Island), Santiago Juan (DHS/S+C), Uriah Russell (DHS/S+C)

Announcements

David Nakanishi, DPH Program Coordinator of Community Programs (formerly, DPH Director of the Homeless Outreach Team), has accepted the mental health seat to the Oversight Committee; replacing Blanche Korfmacher.

The City of San Francisco was awarded $17.5 million in McKinney funding for its 2005 grant application. Of that, Shelter Plus Care was awarded $5.3 million in renewals, and a new grant in the amount of $1.9 million for family housing at the Curran House and 15 single units at the Civic Center Residence.

DHS received approval from HUD to hire a credentialed staff to evaluate the disabilities of potential and current clients to ensure HUD compliance. However, DHS is awaiting internal formal approval before a hiring process can be initiated.

Tenant Representative Reports

Nicolaas de Ruijg – ECS has entered into an agreement with Caritas Management Corporation to provide property management services at Canon Kip and Canon Barcus. Nico is the secretary to the tenant council. Student nurses from Samuel Merritt College provide weekly services including, but not limited to, nutritional classes. DPH (Housing and Urban Health) provides weekly medical services. More than 55 residents attended the Thanksgiving celebration and dinner.

Melanie Williams – The Treasure Island School officially closed. A community meeting is scheduled to discuss the relocation of students. The Children Activities Program reopened. The Treasure Island Boys and Girls Club offers many activities to youths on the island including a football league.

Eviction – "Best Practice Guidelines"

Creating an Eviction Best Practice Guidelines developed subsequent to the Oversight Committee meeting in which Ted Janowsky, initiated the possibility of creating a program wide eviction policy. Instead of creating policy, the Committee suggested a work group to create guidelines for S+C sponsors to reference.

Members of the Committee expressed concern that property management was on the universal release. Specifically expressing that property management should not have access to client disabilities related to mental health and substance (ab)use issues. However, the idea of the universal release provides property management disclosure to issues the client agrees. "Universal" is not defined with the inclusion "everyone", but those parties specific to assisting the client in maintaining his housing. But in cases in which events are observable that may concern mental health and/or substance ab(use), members of the Committee concur that an open discussion to assist the client may be necessary. In addition, the Committee suggests property management attend trainings associated with disabilities.

The spirit of the creating Eviction Guidelines was to facilitate communication between property management and supportive services to assist clients in maintaining their housing. Without such guidelines, property management may not engage in the supportive services staff to prevent an eviction. A program wide guideline may encourage property management to present pertinent information to prevent an eviction process; ensuring supportive services are notified when notices to evict may be the next step.

S+C Program Rules Discussion

Tabled

Action Items

Shane will coordinate a work group to revise the "Eviction – Best Practice Guideline" to incorporate feedback and will report back to the Oversight Committee at the next meeting.

Next Meeting

The Committee will review all S+C grants to renew during this year's McKinney application process. In the review will be APR objectives, surveys specific to each site, and discussion with sponsors of each grant.

Wednesday, April 26, 2006
10:30AM-12:00PM
Location: 1440 Harrison St.

City and County of San Francisco

Gavin Newsom, Mayor

Human Services Agency
Department of Human Services
Department of Aging and Adult Services

Trent Rhorer, Executive Director

Shelter Plus Care
Oversight Committee Meeting Agenda

Wednesday, April 26, 2006
10:30 AM – 12:00 PM

1440 Harrison St.

1. Introductions and Announcements

2. Tenant Representative Reports

3. Eviction Prevention – Best Practice Guidelines

3. 2006 Shelter Plus Care Renewal Review and Recommendations
   - The Oversight Committee will evaluate 16 S+C projects applying for HUD/McKinney renewal funds in the upcoming 2006 McKinney application process. The purpose of this review was to make recommendations to the Funding Committee of the San Francisco Local Homeless Coordinating Board and the 2006 McKinney Technical Review Panel.

If you are unable to attend, please send an alternate in your place that will be able to relay information back to you.

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